

<b>Notice of References Cited</b>	Application/Control No. 09/329,487	Applicant(s)/Patent Under Reexamination KRISS ET AL.	
	Examiner Marc E. Norman	Art Unit 3744	Page 1 of 4

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-6,032,125	02-2000	Ando	705/10
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N	WO 200171620	09-2001	WO	Fulgoni et al.	G06F 17/60
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Besser, "Community involvement and the perception of success among small business operators in small towns," Journal of Small Business Management, v37, n4, October 1999, 12 pages.
	V	Wisconsin Innovation Service Center (WISC) web site, downloaded 6 August 2002, disclosure agreement copyright 1980, revision date February 1997, 16 pages.
	W	"Wisconsin Center helps companies do product and market research," Manufacturing News, v3, n20, 1 Nov 1996, 1 page.
	X	Hallowell, "The relationships of customer satisfaction, customer loyalty, and profitability: an empirical study," International Journal of Service Industry Management, v7, n4, 1996, 11 pages.

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

<b>Notice of References Cited</b>	Application/Control No. 09/329,487	Applicant(s)/Patent Under Reexamination KRISS ET AL.	
	Examiner Marc E. Norman	Art Unit 3744	Page 2 of 4

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Mallay, "A practical guide to competitor intelligence," The Business of Shareware, 1996, 18 pages.
	V	Biong, "Satisfaction and loyalty to suppliers in the grocery trade," European Journal of Marketing, v27, n7, 1993, 14 pages.
	W	Joussef et al., "Supplier selection in an advanced manufacturing technology environment: an optimization model," Benchmarking for Quality Management and Technology, v3, n4, 1996, 9 pages.
	X	Sirohi et al., "A model of consumer perceptions and store loyalty intentions for a supermarket retailer," Journal of Retailing, v74 n2, Summer 1998, 15 pages.

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

<b>Notice of References Cited</b>	Application/Control No. 09/329,487	Applicant(s)/Patent Under Reexamination KRISS ET AL.	
	Examiner Marc E. Norman	Art Unit 3744	Page 3 of 4

#### U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

#### FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

#### NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Goodwin et al., "Closing the loop on loyalty," Marketing Management, v8, n1, Spring 1999, 12 pages.
	V	Appiah-Adu, "Marketing effectiveness and customer retention in the service sector," Service Industries Journal, v19, n3, Jul 1999, 11 pages.
	W	Malhotra, "Competitive Intelligence Programs: An Overview," Brint Institute, 1996, 6 pages.
	X	Attaway, "A review of issues related to gathering and assessing competitive intelligence," American Business Review, v16, n1, Jan 1998, 12 pages.

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

<b>Notice of References Cited</b>	Application/Control No. 09/329,487	Applicant(s)/Patent Under Reexamination KRISS ET AL.	
	Examiner Marc E. Norman	Art Unit 3744	Page 4 of 4

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Luecal et al., "Gathering competitive intelligence," Management Quarterly, v36, n3, Fall 1995, 10 pages.
	V	Anonymous, "Turning knowledge into action," Chain Store Age, Jan 1996, 5 pages.
	W	Bloom et al., "The proactive professional," Marketing Management, v2, n1, 1993, 12 pages.
	X	

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.